



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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JAMAICA, WEST INDIES

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CIRCULAR No. 268 **OSC Ref. C. 4859¹⁶**

30th October, 2020

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the vacant post of **Senior Investigator (GMG/SEG 1)** in the **Investigation and Enforcement Department, Ministry of Health and Wellness**, salary range \$1,577,167 - \$1,874,755 per annum and any allowance(s) attached to the post.

Job Purpose

To conduct investigations on circumstances pertaining to compromise of professional standards in the delivery of Health Care services.

Key Responsibilities

- Conducts investigations of the breakdown in standards for delivery health care;
- Receives directly, through Regional Director or Parish Manager documented complaints from patients or clients of public and private institutions;
- Receives and verifies notifications of breaches of delinquency received orally or through the media;
- Establishes contact with persons affected by substandard service delivering and obtaining full documentation as required for a thorough investigation;
- Establishes and maintains contact with Regional Director, Parish Manager and CEO/Director of the institution under review in order to further the conduct of investigation;
- Establishes and maintains contact with designated representative of professional associations and councils whose members may be involved or implicated by the complaint;
- Conducts enquiry in a professional manner into the situation which led to the lodging of a complaint;
- Collaborates with the Directors, Health Services Development and Co-ordination and Health Promotion and Protection where breach of Public Policy or departure from standards may be of concern;
- Requires from these Divisions professional reports/evaluations on specialized areas of Health Care delivering to form part of the assessment and in due course background to any legislative process that may be forth coming;
- Maintains communication with Legal Services Branch to ensure that support is received for the investigation process and provided to any process of litigation which is being undertaken;
- Documents formally changes and receiving fines for minor breaches of standards or regulation;
- Submits fines collected to the proper accounting authority and ensuring that complete reports are submitted;
- Ensures that files regarding cases of delinquency are maintained with accurate and complete information;
- Formulates weekly and monthly reports for Director, Investigations & Enforcement;
- Conducts analysis of frequency of breaches of standards and regulations to inform strategic changes in systems or standards.

Required Knowledge, Skills and Competencies

Core

- Initiative
- Excellent oral and written communication skills
- Good interpersonal skills
- Analytical & problem solving skills

- A high level of integrity and professionalism is displayed
- Excellent time management skills

Functional /Technical

- Knowledge of Customer Service and Health Services Audit
- Knowledge of research methods and techniques
- Knowledge of computer packages e.g. Spreadsheets
- Knowledge of National Health Policy

Minimum Required Qualification and Experience

- A certified Health Care Professional
- Additional qualification in Health Care or Hospital Management
- A minimum of eight (8) years working experience as a Healthcare Professional

Special Conditions associated with the Job

- Expected to travel Island wide
- May be required to travel overseas
- May be required to work beyond the normal working hours

Applications accompanied by résumés should be submitted **no later than Thursday, 12th November, 2020 to:**

**Director
Human Resource Management & Development
Ministry of Health & Wellness
10A Chelsea Avenue
Kingston 10**

Email: jobs@moh.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**